

# CITY OF FONTANA

## 2016 ANNUAL REPORT

*Fontana: The Right City  
at the Right Time*



*Fontana's  
Newest  
Fire Station #73*

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## Fontana: The Right City at the Right Time

The City of Fontana is experiencing a period of rapid economic growth and prosperity due to its geographic location, balanced land uses, access to major freeways, modest debt loads and large general fund reserves. \*Based on a national rating of city finances that was completed for cities over 200,000 in population, Fontana was named the second financially strongest city in America. It's an exciting time to live, work and conduct business in Fontana.

*That's why in 2017 — Fontana is the right city at the right time.*

\*Source The Fiscal Times





Jesse  
Armendarez  
*Council Member*

Jesus "Jesse"  
Sandoval  
*Mayor Pro Tem*

Acquanetta  
Warren  
*Mayor*

Michael  
Tahan  
*Council Member*

John B.  
Roberts  
*Council Member*



## Fontana City Council

Fontana continues to be a model for smart growth and opportunity based on a solid foundation that was built by strong leadership, both past and present. The Fontana City Council is a diverse group of professionals dedicated to their important roles as our elected policy makers to guide city government and help maintain Fontana's family-friendly community and quality of life.

City Council priorities include:

1. Public Safety
2. Supporting and Promoting Our Local Economy
3. Improving Mobility and Access throughout Fontana
4. Fiscal Responsibility
5. Enhancing Public Facilities and Infrastructure
6. Continued Collaboration with Residents, Businesses, School Districts, Community Leaders and Neighboring Cities

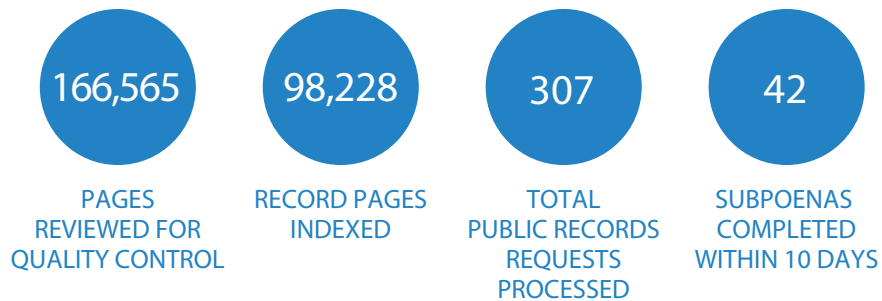
*“Everybody can be great...because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You only need a heart full of grace. A soul generated by love.”*

*Dr. Martin Luther King, Jr.*

## Improving Community through Public Information

The City Clerk's Office serves as the City's filing officer for campaign statements and conflict of interest statements as required by the Fair Political Practices Commission.

The City Clerk's responsibilities include preparing agendas, minutes, certificates and proclamations for all City Council meetings, processing all public record requests, claim forms, agreements and contracts, resolutions and ordinances, opening and receiving bids for City projects and maintaining the municipal codes for the City elections.



488	Certificates presented
328	Contracts & agreements processed
103	Resolutions processed
59	Agendas prepared & posted
38	Proclamations presented
16	Elections & candidate filings
13	Ordinances processed





## ***Improving Community through Quality of Service***

**Management Services** is the hub for business-related services and transactions. They are committed to providing quality assistance, innovation and easy access for residents and businesses in obtaining business licenses, passport services, animal licenses, yard sale permits and sewer bills.

5,363

PASSPORT  
APPLICATIONS

3,640

DOG LICENSE  
APPLICATIONS  
AND RENEWALS

1,839

NEW BUSINESS  
LICENSE REQUESTS

620

NEW SEWER  
ACCOUNTS

## *Improving Housing to be Affordable and Livable*

The Department of Housing and Business Development is the home of the Fontana Housing Authority. They facilitate:

- First-Time Homebuyer Program
- Neighborhood Stabilization Program
- Housing Rehabilitation Program
- Emergency Grant Program
- Affordable Housing

### *Minerva Housing Project*

63 senior housing units, 1 and 2 bedroom options  
Grand opening February 2016

### *Emergency Grant Program*

11 Senior residents assisted

### *First-Time Home Buyer Program*

17 applications pre-approved

### *Housing Rehabilitation Program*

17 applications processed by October 2016

166,565

SINGLE-FAMILY  
HOMES  
PURCHASED

38

HOMES  
REHABILITATED

21

HOMES SOLD  
TO ELIGIBLE  
BUYERS

16

HOMES TURNED  
INTO RETAIL  
PROPERTIES





### ***Providing Quality Development within the City***

The **Economic Development Department** is committed to actively pursue opportunities in the areas of business retention, expansion, and attraction as a means of promoting economic development within the City of Fontana.

#### ***Pacific Auto Center***

Entered into an agreement with Pacific Auto Center to ensure their continued operation and to facilitate the construction of a new dealership facility located on the North-West corner of Valley Blvd. and Cypress Ave.

#### ***Valley Kia of Fontana***

Facilitated the opening and long-term operation of a new state-of-the-art Kia dealership within the Fontana Auto Center.

#### ***LG Electronics***

Worked with Pacific Industrial to bring LG Electronics to the Sierra Pacific Center in North Fontana.

#### ***Modway Furniture***

Expanded the Modway Furniture warehouse in South Fontana.

#### ***Wingstop***

Collaborated with the broker and franchisee to convert a former dental office building into a Wingstop located at 9765 Sierra Avenue.

## *Improving Community through Quality Employees*

The **Human Resources Department** is responsible for the administration of a cost-effective, comprehensive personnel management program which complies with Federal and State Laws.

### *Applicant Tracking System*

The City of Fontana accepts both online and paper applications for every recruited position. In addition to reducing our carbon footprint, online applications creates greater flexibility to reach prospective employees from across the country.

### *Community Outreach*

In conjunction with other City departments, Human Resources has promoted employment opportunities to the community through the use of digital media, social media and by attending a number of job fairs.

### *Training Opportunities*

In an effort to promote workplace safety and provide continued educational opportunities for our employees, the City of Fontana increased the amount of training opportunities throughout the year.

### *Labor Relations*

This year, Human Resources successfully negotiated two separate memorandums of understanding with bargaining groups that represent employees in the Public Works and Police Departments.

### *Employment Opportunities Alerts*

All interested parties are encouraged to sign up for **“Notify Me”** to receive an email and/or text alerts when positions are open for recruitment.

# WE'RE HIRING

AT THE

## CITY OF FONTANA

Interested in working with the public to make a positive impact in the community?

If so, you're invited to consider employment with a fast growing, diverse and flourishing City. Take a look at our current job openings at:

**Fontana.org/Jobs**



7,625

EMPLOYMENT  
APPLICATIONS  
PROCESSED

41

VACANCIES  
FILLED

370

PART-TIME  
EMPLOYEES HIRED

554

EMPLOYEES  
PROCESSED DURING  
OPEN ENROLLMENT

138%

INCREASED GROWTH IN  
THE NUMBER OF APPLICANTS

**1,023** Employees participated in City offered trainings

**327** Benefits Fair participants

**224** Retirees processed during open enrollment

**99** Full- & Part-time recruitments completed

**28** Training classes held for employees

## ***Improving Community through the Review of Plans and Inspections***

The Community Development Division ensures that new and remodel construction conforms with State law and City ordinances that relate to structural, fire, health, life and safety requirements.

**\$2,900,000**

### **COLLECTED IN BUILDING PERMIT FEES**

**5,000**

INSPECTIONS FOR  
CONSTRUCTION OF ACTIVE  
SINGLE-FAMILY HOMES

**1,019**

PLAN CHECK  
APPLICATIONS  
RECEIVED

**1,002**

PLAN CHECKS  
COMPLETED

**82** Single-family residential permits

**11** Industrial permits

**5** Multi-family residential permits

**3** Commercial permits





## ***Improving Community through Long Range Planning and Redevelopment***

The **Planning Division** plays a critical role as support staff for the Planning Commission and the community by fulfilling the vision, goals and policies as defined by the City Council.

1,655,582

SQ FT WAREHOUSING  
LOGISTICS CENTER  
APPROVED

348,199

SQ FT COMMERCIAL  
APPROVED

994

SINGLE-FAMILY HOMES  
APPROVED

## ***General Plan and Development Code Update***

Fontana Forward is a planning project to update Fontana's 2003 General Plan, create a Downtown Area Plan, and revise Fontana's zoning code to reflect the new planning documents. This means we have new choices to make about how we want our community to grow over the next twenty years. Through Fontana Forward, you can make your mark on Fontana's future.

# **Fontana Forward**

**FONTANA GENERAL PLAN UPDATE 2015-2035**

***Building Our Future Together***

Visit [www.FontanaForward.com](http://www.FontanaForward.com) for more information.

## Improving the City's Infrastructure

The [Department of Engineering](#) is responsible for designing and managing the City's public infrastructure. This involves the development of public streets, including roadways, curbs, gutters and sidewalks. Infrastructure improvements are needed to protect the health, safety and general welfare of the citizens, visitors and business community within the City of Fontana.

### Grants

Grants are aggressively pursued for funding opportunities offered through private, State, Federal and similar programs. In 2016 the City was awarded the following:

#### Active Transportation Open Streets Grant

The event [Sunset on Sierra](#) was held on July 30, 2016 and introduced the City's Active Transportation Plan which included local businesses on Sierra, the Fontana Arts Festival and Active Transportation demonstration projects. This unique event had over 8,000 people in attendance.

#### San Sevaine Trail Connectivity Plan

The north/south trail will provide two miles of walking and cycling access, connecting to the Pacific Electric Trail in Fontana with grant funding to promote the new trail segment.

#### Citywide Bus Stop Project

The project will construct new sidewalks at eight bus stops locations beginning in December 2016.

\$85,000

SANBAG  
ACTIVE TRANSPORTATION  
OPEN STREETS GRANT

\$30,000

SCAG  
ACTIVE TRANSPORTATION  
OPEN STREETS GRANT





### *Traffic Signal Installation*

In order to continue to fulfill the City's long term goal to improve traffic circulation and safety, the City completed the construction of new traffic signals at the following locations:

- Cherry Ave and Victoria St
- Randall Ave and Palmetto Ave

### *Martin Avenue Cul-de-Sac*

Improved pedestrian traffic on Martin Avenue by constructing new sidewalks, curbs, gutters and minor paving.

### *Fire Station #73*

Completed the construction of a new state-of-art fire station. The fire station accommodates six firefighters, paramedic engine and two hazardous material response units. It is located near the Village of Heritage and future development sites. This location has improved response times to ensure quick and efficient delivery of emergency medical and fire services as the City continues to grow.

(Cover Photo)

\$2,467,897

CA DEPT OF PARKS  
AND RECREATION  
PHASE 1, SEGMENT 2  
SAN SEVAINE  
CONNECTIVITY PLAN

\$40,872

STATE OF CA'S TRANSPORTATION  
DEVELOPMENT ACT (TDA)  
PHASE 11 OF CITYWIDE  
BUS STOP PROJECT

\$500,000

AQMD  
PHASE 1, SEGMENT 2  
SAN SEVAINE  
CONNECTIVITY PLAN

# FONTANA'S THE THIRD LARGEST



**209,895**

TOTAL POPULATION



## BUDGET

**CITY OF FONTANA  
ASSESSED VALUATION  
FY 2015/2016**

**\$16,000,000,000**



REBATES/DONATIONS  
RECEIVED BETWEEN 2008-2016  
(FUNDS OFFSET PROGRAMMING COSTS)

**\$701,610**



REBATES/DONATIONS RECEIVED IN 2016  
(FUNDS OFFSET PROGRAMMING COSTS)

**\$162,747**

**TOTAL GRANTS AWARDED  
JANUARY – DECEMBER 2016**

**\$3,997,506**

**TOTAL GRANTS AWARDED  
2004 – 2016**

**\$113,679,671**

## TOTAL REVENUE

*Where do general fund dollars come from?*



**Cost Allocation & Other Revenue**

**\$20,148,274**



**Property Tax**

**\$21,195,700**



**Motor Vehicle In-Lieu Fees**

**\$82,436**



**Sales Tax**

**\$38,442,281**



**Business-Related Interest & Rental**

**\$10,708,664**



**Franchise Fees**

**\$6,482,377**



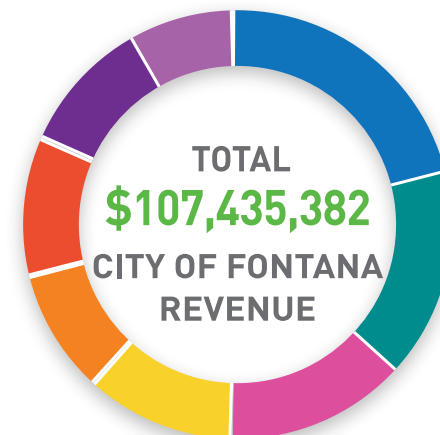
**Development Related**

**\$7,125,837**



**Recreation Programs**

**\$3,249,813**



# CITY IN THE INLAND EMPIRE

\*Source California Department of Finance (unaudited)

## CONSUMER SPENDING

*How Fontana residents spend on a variety of goods and services by households.*



**Household Spending**  
\$36,130,044



**Travel & Transportation**  
\$395,054,180



**Food**  
\$425,248,503



**Insurance**  
\$260,675,497



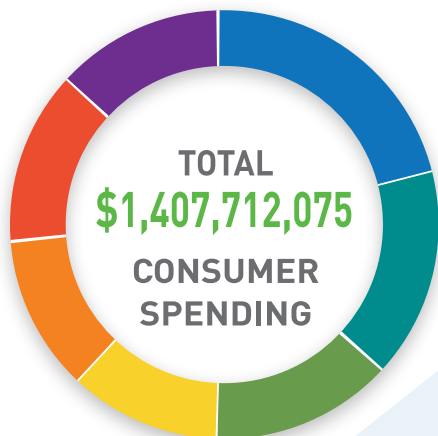
**Entertainment & Recreation**  
\$152,407,474



**Apparel & Services**  
\$108,728,787



**Healthcare**  
\$29,467,590



## TOTAL EXPENDITURES

*Where do general fund dollars go?*



**Police**  
\$48,053,302



**Administrative Services**  
\$20,260,064



**Development Services**  
\$18,971,106



**Human Resources**  
\$5,821,482



**Capital Projects**  
\$5,000,000



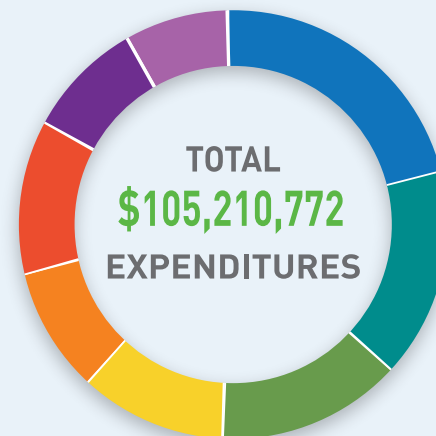
**Debt Services**  
\$3,471,954



**City Administration**  
\$2,311,101



**Grant Matches**  
\$1,321,763



## Improving Information

The [Information Technology Department](#) provides strategic planning and support for a wide variety of computer, information and communication technologies used throughout the City.

### Water Monitoring System

The City of Fontana implemented a system to manage a water application using a GIS-based tool to monitor success. Activity is monitored through a Lucity database and GIS interface to compare actual water consumption vs. planned consumption.

The program has produced a Water Application Management tool that is able to provide water budgets and monitoring of public landscapes, meters and irrigation controllers.

533

IRRIGATION  
CONTROLLERS

844

ACRES OF PUBLIC  
LANDSCAPE MONITORED



## Connect and Engage with your City

Speak to your Council Members directly  
by stopping by the next Council meeting  
at 7:00pm on the second Tuesday of  
each month in the Council Chambers  
in City Hall located at  
8353 Sierra Avenue, Fontana.

Unable to attend a meeting?  
Stay connected by following us at:



Website  
Fontana.org



Facebook  
FontanaCA



Nextdoor  
City of Fontana



YouTube  
City of Fontana, CA-  
City Government



Twitter  
@CityofFontanaCA

### Website Redesign

The City redesigned their website to create an enhanced customer experience, ranging from desktop computers to mobile devices. This new design will allow customers to interact more easily whether at home or on the go.

### PerfectMind

In collaboration with the Community Services Department, the City implemented new registration software where residents can register for 1000+ classes, programs and activities. The PerfectMind registration software is mobile-friendly and allows for safe and secure management of online accounts.

### Novus

Successfully integrated a voting system on the dais for the Planning Commission.

### Archive Social

The City began archiving social media platforms it currently participates in to stay compliant with the Public Records Act.

2,129,178

WEB PAGE  
VIEWS

882,537

WEBSITE VISITS  
ANNUALLY

366,482

WEBSITE  
DOWNLOADS

## Improving Community Through Activities, Events & Programs

Community Services Department enhances the quality of life for the residents of Fontana by creating activities, events and programs, including recreation classes, aquatics programs, youth programs, senior services, Healthy Fontana, Fontana Arts and sports programs.



COMMUNITY



PARKS



PLAY



HEALTHY

1,764,532



Points of  
Contact

### Amenities:

<b>59</b> Sports Fields	<b>4</b> Pools
<b>39</b> Parks	<b>7</b> Miles on the Pacific Electric Trail
<b>10</b> Community Centers	<b>3</b> Indoor Fitness Gyms
<b>2</b> Performing Arts Theaters	<b>2</b> Outdoor Fitness Equipment Locations
<b>1</b> Farmers' Market	<b>2</b> Skate Parks
<b>1</b> Dog Park	<b>2</b> Splash Parks & Water Slides
<b>2</b> Outdoor Sports Pavilions	





*Nutrition Education and Obesity Prevention  
Community of Excellence in Nutrition,  
Physical Activity and Obesity Prevention Grant*

**\$400,000**

GRANT AWARDED OVER 4 YEARS

To promote community engagement and empower Fontana residents to make their neighborhoods healthier through advocacy and nutrition education.

*Nutrition Education and Obesity Prevention  
Retail and Community Events Outreach Grant*

**\$150,000**

GRANT AWARDED OVER 3 YEARS

Work with local retail markets and grocery stores to identify healthier food options through nutrition education and community events.

*United States Conference of Mayor's  
Childhood Obesity Prevention Award*

*City of Fontana received 1st place  
for a mid-sized City*

**\$120,000**

AWARDED TO DEVELOP AND IMPLEMENT  
THE HEALTHY KIDS FOR A HEALTHY FONTANA PROGRAM

A comprehensive nutrition education program geared towards middle school students where the lessons go beyond learning about healthy snack recipes.

## Providing the Foundation

**Public Works Department** is responsible for creating and maintaining the infrastructure of the City. Their services provide the foundation for all recreational activities in the community. This includes public buildings, parks, transportation infrastructure and sewage conveyance.

### Projects:

- Citywide implementation of the HVAC optimization program
- Completed Senior Center chair rail & sound wall
- Pavement rehabilitation Citywide
- Jack Bulik Center roofing & skylight replacement
- Completed first phase of the sewer rehabilitation program
- Concrete repair & replacement Citywide
- Miller Fitness Center exterior & interior painting
- Miller Fitness Center racquetball court rehabilitation
- Storm drain rehabilitation, inspection & construction Citywide
- Awarded contract & completed design for Police Department sewer pump station project

**\$7,442,783**

### TOTAL INVESTMENT IN MAINTENANCE PROJECTS

21,524

SQ. FT OF SIDEWALK  
REPLACED AND  
REPAIRED

43

MILES OF  
CITY STREETS  
REPAVED

149

INSTALLED  
WATER-EFFICIENT  
IRRIGATION  
CONTROLLERS

63%

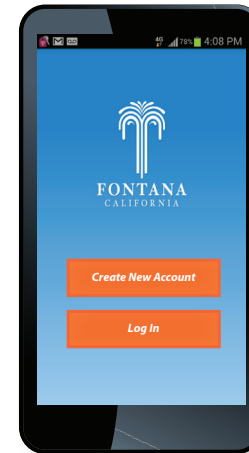
TRASH  
DIVERTED  
FROM LANDFILL





### *Access Fontana*

This application allows users to submit service requests directly to the Public Works Department by using their smart phones.



#### **Report it:**

- Abandoned Shopping Cart
- City Tree Problem
- Graffiti Removal
- Illegal Dumping Problem
- Park Problem
- Pothole Repair
- Sidewalk Problem
- Sign Problem
- Street Problem



<b>1,628,500</b>	Linear feet of sewer mainlines cleaned
<b>402,170</b>	Linear feet of street stripped
<b>349,300</b>	Linear feet of sewer mainline video inspections
<b>6,028</b>	Facility roof repairs
<b>5,383</b>	Access Fontana app requests submitted & completed
<b>5,125</b>	Pothole work orders completed
<b>3,134</b>	Gallons of oil recycled
<b>2,619</b>	Household hazardous waste participants
<b>2,560</b>	City vehicles work orders completed
<b>128</b>	ADA curb ramp replacements

## Core Values: T.E.A.M.

### Tradition, Excellence, Accountability and Mindful

The Fontana Police Department is committed to protecting the community by providing quality **Service with Integrity**. As an organization, we will continue to build diverse community-based partnerships. These partnerships will be guided by innovation and perseverance to ensure Fontana's future as a well-developed, dignified and respected community in the Inland Empire.

### Bike Patrol

The Bike Patrol unit is utilized to patrol City parks, apartment complexes, businesses and areas inaccessible for patrol cars. Bike officers work diligently on community enrichment issues.

### Personnel & Training

The Personnel Training Unit is responsible for recruitment and background investigations for the Police Department. In addition, the unit is responsible for ensuring all employees meet the training requirements for their positions.

### DUI Unit

The Fontana Police Department DUI Team is tasked with providing focused enforcement for driver's Driving Under the Influence. This team has been consistently recognized at the County and State level and by MADD.



242

BIKE UNIT  
ARRESTS

131,992

CALLS FOR  
SERVICE

25,209

HOURS DEDICATED  
TO TRAINING

22,638

REPORTS  
TAKEN

21,122

CITATIONS  
ISSUED



### *Fontana Animal Services Team*

The Fontana Animal Services Team (FAST) enforces ordinances regulating the ownership of animals, strays, nuisance and dangerous animals. They investigate animal cruelty, abandonment cases, collect and transport animals to the shelter.

### *K-9 UNIT*

The Fontana Police K-9 Unit is currently comprised of 6 Handler/ K-9 teams.

### *Rapid Response Team*

The Rapid Response Team (RRT) mission is to rapidly respond to investigations better served from an undercover capacity.

14,825

LICENSED  
DOGS

9,125

ANIMAL  
SERVICES CALLS  
*(included in total calls for service)*

3,271

TRAFFIC ACCIDENTS  
INVESTIGATED

416

FONTANA RE-ENTRY  
SUPPORT TEAM  
(FRST) CLIENTS

1,144

AIR SUPPORT  
UNIT FLIGHT  
HOURS

**C.A.R.E.S. :**  
***Community, Attention, Respect, Empathy and Enforcement and Service***

***Fontana Leadership Intervention Program (FLIP)***

The Fontana Leadership Intervention Program (FLIP) provides an education-rich environment for students in our community. It is dedicated to building the next generation of community leaders.

***Fontana Explorers Program***

Fontana Police Department Explorer Post 531 program offers young men and women ages 14-21 the opportunity to learn about law enforcement and community service.

64

FLIP  
PARTICIPANTS

32

FONTANA POLICE  
EXPLORERS





## Volunteers

The Police Volunteers provide a variety of services including patrols, traffic control, assisting office clerks, conducting neighborhood watch presentations and assisting with training and community events.

4,526

TOTAL VOLUNTEER  
HOURS

2,961

MILES PATROLLED  
BY VOLUNTEERS

539

CITATIONS ISSUED  
BY VOLUNTEERS

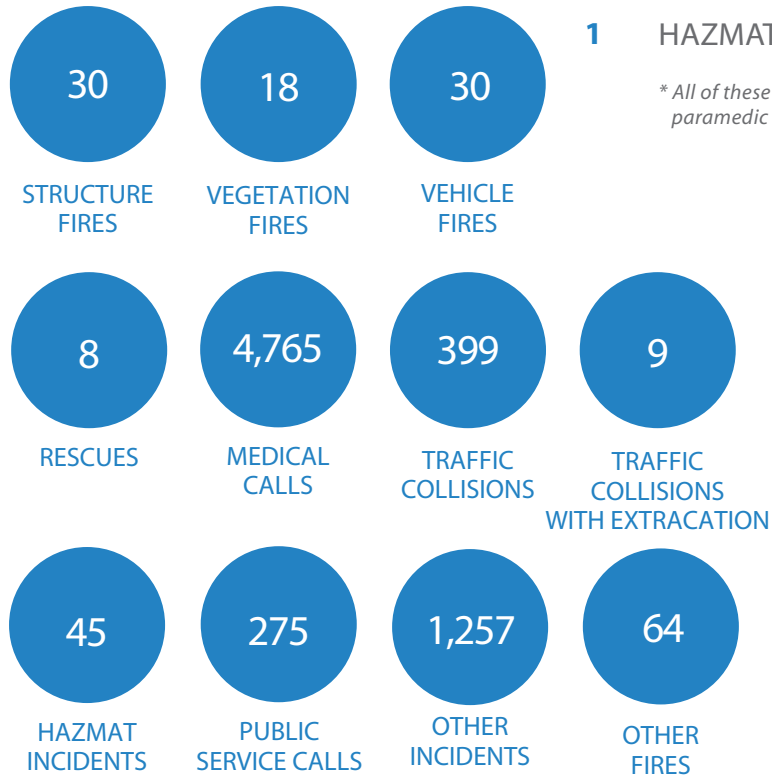
63

FONTANA POLICE  
ACTIVE VOLUNTEERS

Duty, Honor, Community

The Fontana Fire Protection District, with emergency and administrative services proudly provided through contract by the San Bernardino County Fire Department, is driven to provide premiere fire services in Southern California.

Fire Protection District  
Emergency Response Services  
Fire Investigations  
Permit & Inspections  
Public Education



- 7 Fire Stations
- 6 Fire Engines\*
- 2 Fire Trucks\*
- 5 Paramedic Squads\*
- 1 Search & Rescue Unit
- 1 HAZMAT Vehicle

\* All of these vehicles provide paramedic services





### *Fontana Fire Explorer Program*

This program provides young men and women ages 14-21 within the City of Fontana an opportunity to learn, train and pursue a career in Fire Service.

### *Annual Fire Safety Inspection Program*

This program ensures all businesses within the City of Fontana receive state mandated fire safety inspections which include:

- 230** Apartments
- 41** Schools
- 2** Jails
- 1** High rise

23

FIRE  
EXPLORERS

4,886

CONSTRUCTION  
INSPECTIONS

1,172

PLAN  
CHECKS

7

PUBLIC EDUCATION  
PROGRAMS

800

CFC SEC 105  
PERMITS COMPLETED  
AND ISSUED

# 2017 *and*

## OPEN FOR



**AUTO MALL EXPANSION**

**BUSINESS-CLASS HOTEL DEVELOPMENT**

**CONSTRUCTION OF CENTRAL PARK**

**FOOTHILL BLVD. BRIDGE STUDY (ENGINEERING PROJECT)**

**FORMER ROCK HONDA REDEVELOPMENT PROJECT**



# BEYOND BUSINESS



MILLER AMPHITHEATER CONSTRUCTION

MIXED-USE ENTERTAINMENT DEVELOPMENT

VENTANA AT DUNCAN CANYON COMMERCIAL DEVELOPMENT

WALMART NORTH & SOUTH FONTANA DEVELOPMENTS





**FONTANA**  
CALIFORNIA

8353 Sierra Avenue, Fontana, CA 92335  
(909) 350-7600



*Website*  
**Fontana.org**



*Facebook*  
**FontanaCA**



*Twitter*  
**@CityofFontanaCA**



*Nextdoor*  
**City of Fontana**



*YouTube*  
**City of Fontana,  
CA-City Government**